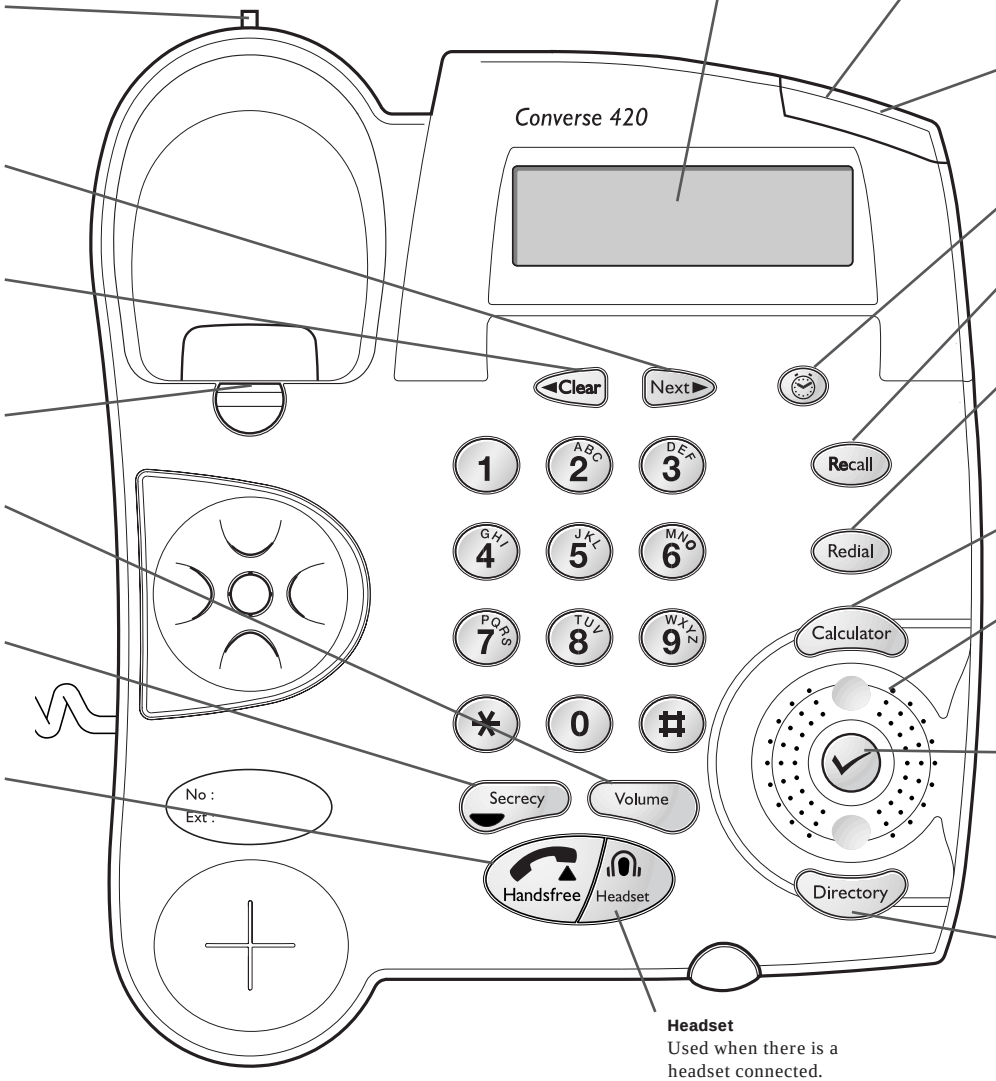
Converse 420 telephone

User friendly Guide

PLAIN LANGUAGE COMMISSION
Clear English Standard
WINNING DOCUMENT

At a glance



Handset park
Used when the phone is wall mounted. Lets you park the handset on the base if you need to leave the phone during a call.

Next
Inserts a space in a number when storing numbers in the memory.

Clear
Used to edit numbers when pre-dialling or when storing or editing numbers in the memory.

Handset clip
Holds handset in place when wall mounted.

Volume
Used with the Navigator wheel to adjust the volume of the dial tone and your caller's voice.

Secrecy button (and light)
Allows you to talk to someone in the same room without your caller being able to hear the conversation.

Handsfree
Allows you to talk to callers without lifting the handset.

Hearing aid compatible
Your Converse 420 handset is hearing aid compatible.

Display
Shows 24 hour clock, battery low indicator, phone numbers, and names.

Visual ring indicator
Flashes when you have an incoming call.

Message Waiting indicator
(for Meridian Switchboard users only)
Flashes when there is Voice Mail.

Timer
Used to time the duration of a call.

Recall
For use with switchboard services and some BT Select Services.

Redial
Redials the last number.
Repeat dials a number when the line is engaged.
Lets you enter a Pause in a stored number.

Calculator button
Switches the calculator on and off.

Navigator Wheel
Quick access to the directory.
Adjusts the volume of the caller's voice.
Displays range of calculator functions.

(Tick Button) Select
Dials telephone numbers displayed on the screen.
Also confirms options displayed on the screen in the directory and used to store entries in the directory and selects calculator functions.

Directory
Lets you store up to 75 names and numbers including pre-set BT Select Services:- Call Return, Call Divert, Reminder Call, 3-Way Calling and Call Minder.

Headset
Used when there is a headset connected.

IMPORTANT

Thank you for making the right choice. You can expect your Converse 420 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

Check that your Converse 420 is complete. When you unpack you must have:

Converse 420 phone with telephone line cable attached

✓

Screws and wall plugs for wall mounting

✓

Installing your Converse 420

Situating your Converse 420

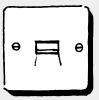
Situate your Converse 420 close enough to a phone socket so that the cables will reach.

Do not stand it on carpets or other similar surfaces that generate fibres.

Your Converse 420 can be wall-mounted. See *'Wall-mounting'*.

Warning
Your Converse 420 is only designed to be operated in a normal office or domestic environment. It should not be used in bathrooms or near water.

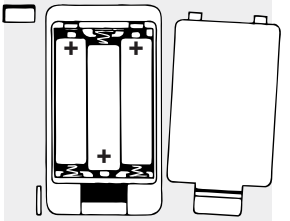
Check your telephone wall socket



If you do not have a modern-style socket, call **Free***fone 0800* **800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

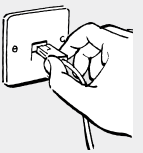
Install the batteries

The display on your Converse 420 is powered by 3 x AAA alkaline batteries. (Available separately.)



1. Make sure the phone is **not** plugged in to the phone socket. Open the battery compartment.
2. Insert batteries as indicated.
3. Close the lid and replace the compartment cover.

Plug your Converse 420 into the phone socket



Check the dialling mode

1. Your Converse 420 should be pre-set to T-TB which gives you TONE dialling.

This ensures the phone will work with all modern digital exchanges.

If your phone does not work when you dial a number, try setting the dialling mode to P.

If you are connecting to a switchboard, check with your switchboard operator or communications manager on which dialling mode you need.

Set the time

1. Press and hold the Clock button until the display shows TIME.

2. Release the Clock button. Display shows 00-00.
3. Enter the current time using the 24 hour clock, eg. 0 9 3 0 = 9.30am, 1 5 3 0 = 3.30pm.
4. Press the ✓ button.

The time is set and displayed.

Your Converse 420 is now ready for making and receiving calls.

Using your Converse 420

Emergency calls

The emergency services can be contacted by dialling 999 or 112.

If your Converse 420 is connected to a switchboard or PBX, you might have to dial another number before 999 or 112 in order to get an outside line.

On some switchboards, you may not be able to get an outside line if the power fails. Check with your switchboard operator or communications manager.

To make a call

○ Lift the handset and dial the number you want. The number is displayed.

At the end of your call, replace the handset.

To use Handsfree

You can make and receive calls without lifting the handset by pressing the Handsfree button.

To make a call:

1. Press the Handsfree button.

You hear the dialling tone.

2. Dial the number you want. The display shows the number dialled.

3. When your call is answered, either lift the handset and speak or continue in 'handsfree' mode.

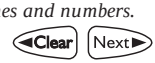
To receive a call:

○ When the phone rings, press the Handsfree button and speak to answer the call.

To preview a number before dialling

1. Without lifting the handset, dial the number you want. The number is displayed.

If you make a mistake, use the ◄Clear button to delete the last digit you have entered. The Next► button inserts a space when storing names and numbers.



2. Press the ✓ button.

The displayed number is dialled in 'handsfree' mode.

There are three ways to make a call on your Converse 420: by lifting the handset, using the Handsfree button or by using the ✓ button.

Using a headset

Converse headsets (RJ11 jack) are available separately from BT shops or by calling **Free***fone 0800* **800 150**.

1. Plug the headset into the socket marked HEADSET on the underside of the base.

2. To make a call, press the Headset button.

3. Dial the phone number.

To end the call press the Headset button.

To use the Secrecy button

You can prevent your caller from hearing you while you talk to someone else close by.

1. During a call, press the Secrecy button.

The red Secrecy light comes on. Your caller cannot hear you.

2. To resume your conversation, press the Secrecy button again. The Secrecy light goes off.

To redial the last number

You can redial a number up to 32 digits long.

1. Press the Handsfree button.

2. Press the Redial button.

The last number you called is redialled.

To repeat dial a number

This feature works in handset, handsfree and headset modes.

If the number you call is engaged, you can set your Converse 420 to dial a number repeatedly, saving you from continually having to press the Redial button.

1. When you hear the engaged tone, press the Redial button and replace the handset, (or press the Handsfree button).

The display shows BUSY.

10 seconds after the handset is replaced your Converse 420 automatically picks up the line, switches on the loudspeaker and redials the number.

If it is still engaged you need do nothing, your phone will wait for 45 seconds before repeating the procedure.

This will be repeated every 45 seconds up to a maximum of 15 times or until the call is answered.

2. When your call is answered, you can speak to your caller by pressing Handsfree or lift the handset or press the Headset button and speak.

Note
To cancel repeat dial before your call is answered, lift the handset or press the Handsfree *button or press the* Headset *button.*

Visual ring indicator

When you have an incoming call, the Visual ring indicator will flash in time with the ringing signal. Lift the handset to answer the call.

Message Waiting indicator

When you have Voice mail messages, the Message Waiting indicator flashes at regular intervals.

Note
This feature works with Meridian switchboard only.

To adjust the ringer volume

◯ Set the ringer volume switch on the underside of your Converse 420 to HI, LOW or OFF.

The incoming call light will flash with all three settings.

To change the ringer tone

◯ Set the ringer tone switch on the underside of your Converse 420 to the setting you want: R1 for a low pitch ring or R2 for a high pitch ring.

To adjust your caller's speech volume

During a call

1. Press the Volume button.

2. The display shows VOLUME and the current volume level. Turn the Navigator Wheel clockwise to increase the volume or anti-clockwise to decrease it.

To store names and numbers in the directory

Your Converse 420 stores up to 75 names and phone numbers:

You can use the Navigator Wheel - or the keypad - to enter names and numbers. The Navigator Wheel also lets you scroll quickly through stored names and numbers.

Stored numbers can be up to 21 digits long and include ✶, # and pause .

Directory entries are automatically stored in alphabetical order. Numbers without attached names are stored at the beginning of the list.

The directory is pre-programmed with some BT Select Services numbers (see 'Using Select Services'). These can be overwritten if you wish.

1. Press and hold the Directory button. Display shows STORE and EDIT.

STORE will be flashing.

Release the Directory button.

2. Press the ✓ button.

Display shows the number of entries stored in the

directory, followed by ENTER NUMBER.

If you try to add a new entry and the directory is full, the display shows MEMORY FULL. *To continue, follow steps shown in 'To change an entry in the directory' or 'To delete an entry in the directory'.*

3. Enter the number you want using the keypad. Alternatively, turn the Navigator Wheel until the digit you want is displayed then press the ✓ button. Repeat this step until the full phone number is entered.
4. Press and hold the ✓ button until the display shows ENTER NAME.
5. Enter the letters you want using the keypad. Alternatively, turn the Navigator Wheel to display the letter required then press the ✓ button.
6. Press and hold the ✓ button until the display shows STORE and EDIT.

You can stop during any set of steps and return to standby by lifting the handset or pressing the Handsfree button.

You can now enter another name and number.

To change an entry in the directory

1. Press and hold the Directory button. Display shows STORE and EDIT.

2. Release the Directory button.
3. Turn the Navigator Wheel so that EDIT is flashing.
4. Press the ✓ button.

5. Turn the Navigator Wheel to display the entry you want to change.
6. Press the ✓ button. The cursor flashes under the first digit of the number. If you need to move the cursor, either press the ✓ button or the Next► button to go forward or the ◄Clear button to delete a digit.
7. Enter the new digit above the flashing cursor using the keypad or by turning the Navigator Wheel.
8. Press the ✓ button.
9. When you have finished changing the number press and hold the ✓ button until the display shows the cursor flashing under the first letter of the name.
10. Enter the new letter above the flashing cursor using the keypad or by turning the Navigator Wheel.
11. Press the ✓ button.
12. When you have finished changing the name press and hold the ✓ button until the display returns to STORE and EDIT. You can now change another entry.

To view and call from the directory

You can look at all the names and numbers stored in your directory

1. Press the Directory button (your handset does not need to be in the cradle).

2. Turn the Navigator Wheel to display the entries.
   or
   Press the alphabet letters on the keypad to go directly to an entry, ie. press the 2 button 3 times to display entries beginning with C.
3. Press the ✓ button when the number you want is displayed. The phone switches to handsfree and dials the number.

To delete an entry in the directory

You can clear entries from the directory. Press the Directory button to view your entries. Select the entry you want to delete and press the Clear button *twice*.

To store a pause

A pause is sometimes required with some switchboards and network services.

A pause simply gives the switchboard a few seconds to pick up the outside line before dialling. Using the Redial button, you can insert a pause when you store a number in the directory.

Repeat the steps for storing a number in the directory but press the Redial button where you want to add a pause within the number.

To set the call timer

You can time each call.

1. During a call press the Clock button. This displays the time of the previous call.
2. Press the Clock button again to start the timer. You can stop the time by pressing the Clock button once more.

3. When you replace the handset or press the Handsfree button to end the call, the display shows the final duration of the call for a few seconds before returning to the normal clock setting.

Using the calculator

Your Converse 420 provides all the basic calculator functions - addition, subtraction, multiplication, division and percentages as well as Memory Recall.

+, –, ÷, X, =, %, AC, M-, M+ and MRC.

If the phone rings while you are using the calculator function, simply lift the receiver or press the Handsfree button as normal. Note that information entered in calculator mode will be lost.

To use the calculator

1. Press the Calculator button. The display changes to the calculator function.

2. Enter the number you want 123.

Turn the Navigator Wheel to display the function +.

Press the ✓ button.

3. Enter the second number 74.

Turn the Navigator Wheel to display the function =.

Press the ✓ button.

Display shows the result 197.

To clear a calculation

Turn the Navigator Wheel to display AC.

Press the ✓ button.

To switch off the calculator

Press the Calculator button.

The calculator will also switch off automatically if no button is pressed for 1 minute.

If your Converse 420 is connected to a switchboard, you must first switch off the calculator before transferring a call.

To use the MRC function

Your calculator provides a Memory Recall (MRC) function. This enables you to put calculations in the memory while you make other calculations, and then add them together or subtract one from the other.

For example

1. Press the Calculator button.

The display changes to the calculator function.

2. Enter the number you want 50.

Turn the Navigator Wheel to display the function M+.

Press the ✓ button.

3. Enter the second number 20.

Navigator Wheel still displays the function M+.

Press the ✓ button.

Turn the Navigator Wheel to MRC.

Press the ✓ button.

Display shows the total on memory 70.

Recall button

The Recall button is for use with switchboard services and some BT Select Services.

Five minutes memory back-up

If you unplug your Converse 420 from the telephone socket and it has fully charged batteries, it will keep all the numbers you have stored in the memory. However, if you unplug your Converse 420 and your batteries are totally discharged, numbers stored in the memory will be maintained for about 5 minutes only.

Pre-programmed *BT Select Services* numbers will not be affected.

When your batteries are within about two weeks of total exhaustion, BATT LOW *will appear in the display. If you do not replace the batteries and they become totally discharged your Converse 420 will not display anything on the screen.*

Using BT Select Services

Note
A switchboard can provide a similar range of functions to BT Select Services. If your Converse 420 is connected to a switchboard, you can simply use it as a normal extension.

Your Converse 420 gives you easy access to the following range of BT Select Services.
Six of the Directory buttons have been pre-programmed into the directory.

Service	*Code*
Call Return (No charge)	1471
Set Divert	✶21✶
Cancel Divert (Quarterly subscription)	#21#
Call Minder (Quarterly subscription)	1571
Reminder Call on (Pay per call)	✶55✶
Reminder Call off	#55#

You can replace the pre-set numbers with your own numbers, if you wish. Simply follow the steps shown in *'To edit names and numbers in the directory'*.

Call Diversion

You can use your Converse 420 to request the network to divert incoming calls to another number.

You can choose to divert:

- all calls
- calls that you do not answer within 5 rings
- calls when your line is already engaged.

To switch Call Diversion on

1. Press the Handsfree button or lift the handset.

2. Press the Directory button.

3. Turn the Navigator Wheel to select ✶21✶ DIVERT ON.
4. Press the ✓ button to dial the number.

5. Enter the number to which you would like your calls diverted.
6. Press the # button and listen for confirmation of your instructions.

To switch Call Diversion off

1. Press the Handsfree button or lift the handset.

2. Press the Directory button.

3. Turn the Navigator Wheel to select #21# DIVERT OFF.

4. Press the ✓ button to dial the number.

5. Listen to the confirmation announcement of your instructions.

Call Minder

Call Minder gives you an answering service that takes messages when you do not answer your phone or if you are already on the line.

Details on how to use Call Minder are provided when you subscribe to the service.

To ring your Call Minder service

1. Press the Handsfree button or lift the handset.

2. Press the Directory button.

3. Rotate the Navigator Wheel to select 1571 CALL MINDER.
4. Press the ✓ button to dial the number.

5. When the Call Minder answers, follow the voice prompts to play back, save, delete and skip forward through your messages.

Reminder Call

You can turn your Converse 420 into a 24 hour alarm clock, that rings you back at the exact time you specify.

To set a Reminder Call

1. Press the Handsfree button or lift the handset.

2. Press the Directory button.

3. Turn the Navigator Wheel to select *55* REMINDER SET.
4. Press the ✓ button to dial the number.

5. Enter the time you want to be called back, using the 24 hour clock, e.g. 1 6 3 0 books a Reminder Call at 4.30 pm.
6. Press the # button and listen for confirmation.

To cancel a Reminder Call

1. Press the Handsfree button or lift the handset.

2. Press the Directory button.

3. Turn the Navigator Wheel to select #55# REMINDER OFF.

Press the ✓ button to dial the number.

Listen for confirmation.

Other services

Three Way Calling
Lets you speak to two other callers at the same time.

Charge Advice
Instantly tells you the exact cost of your last call.

Call Waiting
During a call, a soft 'beep' lets you know if another person is trying to contact you. You can put your original caller 'on hold' while you switch to the new caller.

For information on these and many other valuable services, call BT on 152. If you are not connected to the BT network ask your Telecom supplier for information about their services.

To re-set BT Select Services buttons

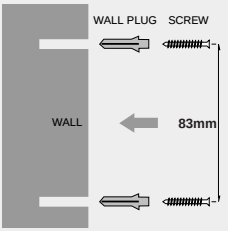
If you have stored your own numbers over BT Select Services you can re-set them to the original BT numbers.

Follow the steps in '*To change an entry in the directory*' and re-enter the Select Service Codes (provided in the table on the previous page).

Wall-mounting

Your Converse 420 can be wall-mounted using the screws and wall plugs provided.

1. Unclip the stand on the back of the Converse 420.
2. Drill two holes in the wall 83mm vertically apart using a 5.5mm drill bit.



3. Insert the wall plugs if necessary, then insert the screws leaving about 5mm protruding from the wall on which to hang the phone.
4. Rotate the handset clip 180˚ so that it protrudes upward. This holds the handset in place when wall mounted.

5. Slot the screw heads into the holes on the back of the phone and gently pull the phone downward to make sure it is securely in place.
6. Hang the handset on the handset clip.

Technical information

Environment

Your Converse 420 should be kept free of dust, moisture and high temperatures. Wipe the casing clean with a damp, not wet, cloth.

Do not use spray or abrasive cleaners as damage to the internal components or polished surfaces could result.

How many phones can you have? (REN)

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Converse 420 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Connection information

Your Converse 420 may be connected to public networks in the United Kingdom. It may also be connected to compatible switchboards. If in doubt, your switchboard supplier or maintainer should be able to offer help. Advice on connection to BT switching systems can be obtained by dialling **Free***fone 0800* **800 154**.

It can be connected to Meridian systems with Message Waiting. The Message Waiting Indicator responds to the series of line reversals output by the Meridian.

If you do not have a compatible switchboard, it cannot be guaranteed that your Converse 420 will operate correctly under all possible conditions of connection.

Guarantee

If you own your Converse 420 under BT's guarantee BT guarantees the product for one year provided that:

The goods have only been used for their intended purpose and have not been subjected to misuse, or been wilfully or accidentally damaged.

The goods have not been tampered with or repaired by anyone other than BT, its staff or agents. If a fault does occur in this product, and you bought the unit yourself, provided that you return it to the place of purchase and produce your receipt, it will either be repaired or replace free of charge.

The terms and conditions of this guarantee do not affect your statutory rights.

If you own your Converse 420 outside guarantee:

If your Converse 420 needs repair after the guarantee period has ended, it must be repaired so as to remain compliant with the approval requirements for connection to the telephone network.

We recommend that you contact BT on **Free***fone 0800* **800 150** or visit your nearest BT shop and you will be informed of our recommended repair agents.

Offices in Europe, North America, Japan and Asia Pacific.

The Telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them